

Telephone Answering Service

Specifications

Vendor shall provide 24 hour, 365 day per year live telephone answering service to support two (2) Department of Health, Laboratory Services locations in the State of Tennessee's main telephone lines. This contract will allow the Division of Laboratory Services to ensure there is external telephone coverage during and outside standard business hours including all weekends, and approved State of Tennessee holidays.

1. Vendor shall have sufficient staffing and equipment for the ability to answer and record calls twenty-four (24) hours a day, three hundred and sixty-five (365) days per year for Tennessee Department of Health Nashville and Knoxville laboratory locations.
2. Vendor shall utilize live operators to answer and record calls for both Nashville and Knoxville laboratory locations at the following times (all times listed are Central Standard Time):

Weekdays: Calls will be answered each weekday at the below listed START time and will end the following day at the below listed END time.

	START	END
a. Nashville Laboratory	4:30PM	8:00AM
b. Knoxville Laboratory	3:30PM	7:00AM

Weekends: Calls will be answered at the below listed START time each Friday, continuing throughout the weekend and end the following Monday at the below listed END time).

	START	END
a. Nashville Laboratory	4:30PM	8:00AM
b. Knoxville Laboratory	3:30PM	7:00AM

Holidays: Calls will be answered beginning the day prior to a State of Tennessee recognized holiday at the below listed START time and will end on the next scheduled business day at the below listed END time.

	START	END
c. Nashville Laboratory	4:30PM	8:00AM
d. Knoxville Laboratory	3:30PM	7:00AM

3. Vendor shall have the ability to phone or page appropriate contact person(s) at the Nashville and Knoxville laboratory locations with each call received.
4. Vendor shall provide one audio mailbox for each laboratory location: Nashville and Knoxville, with toll-free access to each.

- a. All calls shall be recorded and accessible through the audio mailbox, and provide laboratory services the ability to listen to the recorded conversations between the operators and the callers.
 - b. Storage of conversations shall be for a minimum period of ninety-six (96) hours from date and time of receipt.
5. For each call received, the vendor shall document date of call, time of call, caller name, caller number and the message stated by the caller. This information will be sent to primary point of contacts for Nashville (Brandy.D.Cartmell@tn.gov) and Knoxville (Barbara.Frei@tn.gov) laboratories twice (2) daily at 8:00AM and 3:00PM central standard time via Secure email.
6. Vendor shall provide a toll-free number for Nashville central laboratory and Knoxville branch laboratory to forward phone to after hours, on weekend and holidays.
 - a. Toll free number, Nashville Laboratory _____
 - b. Toll free number, Knoxville Laboratory _____
7. Vendor shall be Health Insurance Portability and Accountability Act (HIPPA) compliant.
8. Vendor shall provide one monthly charge for the services provided to the two (2) laboratory locations. Each laboratory shall not be billed separately.
9. Point of contact are as follows:

Nashville Laboratory:

Laboratory Services
630 Hart Lane
Nashville, TN 37243

Primary Contact:

Brandy Cartmell
(615) 262-6319
Brandy.D.Cartmell@tn.gov

Secondary Contact:

Amanda Grider
(615) 262-6309
Amanda.S.Grider@tn.gov

Knoxville Laboratory:

Laboratory Services
2101 Medical Center Way
Knoxville, TN 37920

Primary Contact

Barbara Frei
(865) 549-5205
Barbara.Frei@tn.gov

Secondary Contact:

George Dizikes
(865) 549-5217
Geroge.Dizikes@tn.gov